HOSHIZAKI TECHNICAL SUPPORT

WARRANTY PROCESSING INSTRUCTIONS

2-7-13

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WARRANTY COVERAGE

Hoshizaki America, Inc. offers the following warranty coverage on equipment within the United States, Canada, Mexico, Puerto Rico, and the US Virgin Islands (Selling distributor will be responsible for processing warranty in Mexico and the Virgin Islands). The warranty begins on the date of installation, if properly registered, or on the ship/sold date unless proof of installation date is provided.

For detailed warranty coverage information see the link below. If the link does not work copy and paste the address to your browser window.

http://www.hoshizakiamerica.com/warranty.asp

EXPLANATION OF THE WARRANTY COVERAGE

The Hoshizaki warranty covers:

1. The repair or replacement, including labor charges, of parts or assemblies that in Hoshizaki's opinion are defective due to a defect in material or workmanship during the period covered by the parts and labor warranty.

2. The replacement, excluding labor charges, on specific components that, in the opinion of Hoshizaki, are defective due to a defect in material or workmanship during the period covered by the Parts Only warranty.

3. Hoshizaki reserves the right to deny claims for parts and labor that in Hoshizaki's opinion that did not fail as a result of a defect in material or workmanship.

The labor rate shall include standard straight time labor charges at the product location and shall exclude charges for travel time, mileage, freight, shipping or other premium charges, unless prior authorization is received from Hoshizaki Technical Support Department. Any labor service required to fulfill the warranty obligation must be performed by a refrigeration service company qualified and accepted by Hoshizaki and/or the Hoshizaki Distributor.

The warranty does not include parts and labor coverage for component failure or other damage resulting from:

- External electrical power failure or mis-wiring to the product for any reason.
- External water supply failure or plumbing problems to the product for any reason.
- External drain line failure.
- External filter failure or plugged.
- Damage as a result of storm, flood, fire, or other Acts of God, or adverse operation conditions, as set forth in the Owner/User Manual of the product.
- Parts that fail due to heavy scale or mineral buildup, or trash and sediment in the water.
- Failures due to lack or normal routine preventative maintenance.
- Unauthorized modification or alteration of the system or components from the factory design.

WARRANTY REGISTRATION

(Proper registration must be completed within 30 days of the install/startup date.)

Registration of Hoshizaki machines is very important to you, your customers and to us. Proper registration will help to insure our customer of warranty service on their machine. This information also helps us to determine the location of the machines for the purpose of future maintenance needs to help keep their machines running efficiently for many years.

Equipment registration can be done in one of two ways. The first is through our website at www.hoshizakiamerica.com. In the event that on-line registration is not possible, a registration card has also been provided as an optional method for equipment registration. Be sure to complete the warranty registration with the installation date and add a stamp before mailing it. If

the unit is not registered properly on-line or by using the registration card the most recent sell date available in our warranty records will be used for warranty determination.

WARRANTY LABOR EXPLANATION

Hoshizaki warranty labor, will be paid on repairs performed on a Hoshizaki machine:

1. Within the warranty period determined by registration of the unit or by use of a ship date to the distributor (if the unit has not been formally registered).

2. Having a component with a defect in material or workmanship within the warranty period.

3. Under special authorization number issued by a Technical Advisor or Manager in our Technical Support Department to cover some unusual circumstance that has been previously approved prior to the work being done.

Warranty payment will not be delayed if all required information is provided on the labor claim form.

NOTE: Claims will not be accepted without a completed Hoshizaki Warranty Labor Claim Form. Completed Warranty Labor Claim Forms should be returned with all failed parts to your local Hoshizaki distributor within 30 days of the repair.

“OVER THE COUNTER” PARTS WARRANTY

This warranty applies to parts sold for out of warranty units. Warranty for “Over the counter” parts is limited to the replacement of the part only and does not apply to labor or additional freight charges.

1. All parts have a 90 day “Over the counter” warranty except those listed below.
2. Compressors, Flaker auger and Gear motors, Evaporators and Air-cooled Condenser coil. These parts carry a 1 year “Over the counter” warranty.

To process claims for this type of warranty refer to the following procedure.

1. Complete a warranty Labor Claim form. In the body of this claim write "Over the counter warranty". Include the unit model and serial number that the part was installed on.
2. Attach a copy of the original part purchase invoice.
3. Attach a copy of the replacement part purchase invoice
4. Return the part, claim form and invoices following the normal claim form procedure outlined in this document.

LABOR CLAIM FORM INSTRUCTIONS

Note: Claim forms are available for download on the web only.
Visit http://www.hoshizakiamerica.com/warranty.asp to download a claim form.
(The following information and procedures are required on all warranty claim forms)

1. **All warranty claims must be submitted using a Hoshizaki Warranty Labor Claim Form**. The information requested on the form must be complete and legible in order to process the claim for payment.

2. **All claims must be submitted to the local distributor within 30 days of the repair.**
   Penalties: Claims received at Hoshizaki more than 90 days after the repair will be subject to a 25% labor penalty.
   Claims received at Hoshizaki after 180 days will be denied.

3. **Complete model and serial number** if bin or remote condenser, the ice machine model and serial number should be included along with any related information.

4. **If your work order is available**, list the work order number below the claim form number and attach a copy to the claim.

5. **Complete all sections of the labor claim form A, B and C.**

6. **Reported complaint**: We must know what the customer's exact complaint is.

7. **Service Performed:** Please be as descriptive as possible. The more information provided, the easier it is to process. **Bad or defective will not be accepted.**

8. **Leaks:** All gas leaks repairs must include the replacement of a drier. We would also like to have the actual leaking area cut from the unit and sent back with the claim if feasible. All gas leak claims should also include a completed copy of the check list contained in **SB05-0003.** Please provide a picture or at least a descriptive explanation of the exact leak location. This information will assist our manufacturing personnel in making continual quality improvements.

9. **Special Authorization:** In the event that additional time is needed for a repair or there are charges that are not covered by the manufactures warranty, a special Authorization number is required. You must contact Hoshizaki Technical Support and receive this authorization prior to submitting your claim. It must be entered on the claim form in the space provided.

10. **Labor Time:** When calculating your total charges, be sure to follow the time allowance chart provided in **SB04-0005** or the chart on page 11 of these instructions. Charges in excess of the allowable hourly rate must be explained in complete detail on the labor claim form. Additional time allowed for these repairs will be the decision of the Hoshizaki Technical Support and are not guaranteed. Any adjustments to the claim will be explained and justified.

11. **Labor Rates:** HCSRs should submit all claims at their current contracted rate. Non-HCSR labor rates will not be higher than the average HCSR rate in that area. Call for current allowable rates for your area.

12. **Recovery Charges:** Hoshizaki allows a $10 misc. fee and a $15 recovery fee for any sealed system repair. This is not an automatic payment and must be listed on the claim form. The misc. charge may exceed $10 if a non-OEM drier or bolt on tap valve (for units without refrigeration system access) is used. These additional items must be explained in the Service Preformed.

13. **Replacement Parts:** Any part that was replaced during the repair must be listed on the claim form and have a parts sticker attached. The list must be legible and complete to receive credit.

14. **Signature:** All warranty claims must include customer and service technician signature, either on the claim or on an attached work order. Claims without signatures will be returned.

15. **Check list:** Some repairs require a completed checklist to accompany the claim.

16. **Copies:** The service agent must submit the original claim form, a copy of the original, your work order if available, checklist and/or parts invoice if required.

WARRANTY CLAIM PROCESSING GOAL

Although warranty processing can sometimes seem cumbersome, the information gathered is important to insure the continual improvement of our product as well as overall customer satisfaction.

Hoshizaki's goal is to provide accurate and timely processing of all warranty claims. However, the quality and detail of the information provided by the service company is important in reducing any delay in processing. There are times when a more thorough investigation is necessary and you may be asked for additional information. Your quick response to request for additional information will assure a speedy payment for the claim.

REPLACEMENT PARTS

Hoshizaki replacement parts are available through the local Hoshizaki distributor.

Finding the correct part number: Parts manuals are accessible on the internet and can be reviewed or downloaded at no charge. Visit www.hoshizakiamerica.com for full manual access. CD's and hard copies of the Service and Parts manuals are also available at a nominal charge through the local distributor. The local distributor can assist you in finding the correct part number and with part pricing or Hoshizaki Technical Support can assist you with difficult part numbers.

Model & Serial Number: In order to get the correct part number, you must provide the full model and serial number of the unit. Part numbers do change between production lots. Most units have two unit nameplate labels which include the Model and Serial numbers and pertinent technical information. You will find one on the top corner of the rear of the unit and one in the compressor compartment. Make sure you have this information handy when calling for a service replacement part.

OEM PARTS

Only OEM parts may be used in the repair of any Hoshizaki equipment. These parts must be obtained through your local distributor. The only exception to this is the use of refrigeration system drier. We will allow reasonable drier cost added to the normal miscellaneous charge when a stock drier is used however, this cost should not exceed list price of the OEM drier.

REFRIGERATION SYSTEM REPAIRS

1. All refrigerant should be handled in accordance with all national and local laws. Including recovery and disposal if applicable.
2. Recovered refrigerant that is clean and free of contaminants should be re-used unless the type of failure would prevent its use. If additional charge is required or if the recovered refrigerant is questionable, virgin refrigerant should be used.
3. All defective refrigeration parts should be cut out of the circuit if feasible, including drier.
4. **Any repair made to the refrigeration circuit must include the replacement of the drier.**
5. All defective compressors must be sealed to prevent oil leakage during transportation.
6. Any Hot Gas Valve replacements must include strainer and drier replacement.
7. In the event of a TXV failure on a multiple expansion valve unit, all valves should be replaced.
8. All gas leak repairs must include the replacement of a drier. We would also like to have the actual leaking area cut from the unit and sent back with the claim if feasible. All gas leak claims should also include a completed copy of the check list contained in **SB05-0003** including pictures when feasible.

9. **Topping off the charge is not acceptable under the warranty process.** The correct refrigerant charge is critical to proper operation. The system should be recovered and the proper charge weighed in according to the name plate rating.

10. Any claims involving the replacement of damaged evaporators must include a copy of a freeze up check list (**See SB03-0003**) or a definitive cause for the damage. Claims without this form or information will be delayed or possibly denied.

11. Smaller units do not have service access ports due to the small critical charge. To access these smaller systems for system diagnosis, install a bolt on tap valve. Once the problem is found, evacuate the system and sweat in a permanent access valve. The reasonable cost of this valve can be added to the miscellaneous line (3) and should be explained in the Service preformed.

RETURNING DEFECTIVE PARTS

All defective parts replaced under warranty must be returned to the distributor along with the completed warranty labor claim form original and copy. **You should not scrap the defective parts!** Care must be taken to protect the defective part from additional damage since Hoshizaki Quality Control will do a detail analysis to try and determine what caused the failure. This provides us with information to help improve the quality of our products.

Follow these guidelines when returning defective parts:

1. Do not cut a bin control capillary tube, thermistor, float switch or motor leads to make them easy to remove. These parts cannot be tested unless they are intact and could be denied.
    a. **All electrical motors must have at least 4 inches of wire remaining** to allow testing. Please ensure that all identification labels remain on the wire leads.

2. F/DCM gear motors cannot be rebuilt in the field because internal parts are not available. These parts should not be disassembled in the field and should be returned intact as a complete assembly.

3. **Any accessory parts such as start components provided with the replacement part must be returned along with the defective part.**

4. **Returned compressors must be sealed to prevent oil leakage during transportation.** Failure to seal these compressors could result in the claim being denied.

5. **All returned parts must be listed on the claim form and tagged with a parts tag.** Parts tags are on the second page, when the warranty claim is printed or labels can be printed from this link http://www.hoshizakiamerica.com/warranty.asp Small parts should be returned in an envelope or zip bag with the tag attached to the outside to protect the part from loss or additional damage.

CLAIM COPIES AND INQUIRIES

In the past, warranty claim booklets were printed. A large percentage of the claims were never used. In effort to reduce paper waste Hoshizaki has gone to online claim forms.

To access the online claim forms please follow the instructions at this link. http://www.hoshizakiamerica.com/warranty.asp

Additional copies of the completed claim can be made as needed for your files. Copies of the original should be clear and easily readable and faxable.

When the claim is complete, the Service Agent should make a copy of the original all related paperwork for your reference. **A second copy of the original claim form should be made to submit along with the original form and all replacement parts including driers to your local distributor.**

Inquiries: If you have questions concerning the claim, the claim number in the upper right corner of the form should be used for reference. This is the reference number in the Hoshizaki warranty system and should be provided for all inquiries for this repair.

The routing for inquiries should be through the local distributor first to resolve any questions or disputes. If questions remain, the second step is through the Hoshizaki Warranty Department at (800) 233-1940 ext 1747 or 1391. Be sure to have the claim number and pertinent information available for any inquiries.

CLAIM ADJUSTMENTS

Once the claim is reviewed in Technical Support, it will be approved or denied. In some cases, the claim is approved and adjusted due to time allowance, rates, late submittal or non allowable charges. In this case, an adjustment letter is provided and should accompany your payment to explain the adjustments.

WARRANTY LABOR ALLOWANCE GUIDE

The guide on the following page is a basis for Diagnosis and Repair / Replacement Time Allowances in hours. This guide should be used as a basis for all warranty claims. If a repair is not listed, contact Hoshizaki Technical Support for the allowable time for your repair.

For Multiple repairs on the same call: to diagnose, repair, or replace more than 1 item per failure, use highest allowance for single repair and add .5~1 hour for second item as needed. You must justify any charges over the allowed labor times in the service preformed description.

Additional Time: In some cases, additional time may be needed for a repair and can be justified. **Additional time requires pre-approval from the factory.** The service agent must call Hoshizaki Technical Support at (800)233-1940 prior to spending the additional time and acquire a Special Authorization Number.

WARRANTY LABOR ALLOWANCE GUIDE FOR ALL HOSHIZAKI PRODUCTS

ELECTRICAL COMPONENTS	Air/water	Remote
Agitator or Dispensing Motor - DB / DCM / DM	2	
Bin Control / Thermostatic	1	
Bin Control Proximity Switch / Mech Assy	1.5	
Capacitor: fan / pump / gear motor etc.	1.5	
Compressor Contactor	1.5	
Compressor Cooling Fan Motor	1.5	
Compressor Crankcase Heater	~	1.5
Condenser Fan Motor	1.5	2
Control Board - display/board/module	1.5	
Defrost Heater replacement	2	
Discharge Thermostat - Thermo disc	1.5	
Door Frame Heater Repair	1	
Door Switch replacement	1	
Electronic Control Board / timer board	1.5	
Evaporator Fan Motor	2	
Flaker Timer - control or flush timer	1.5	
FilterThermostat or Klixon - Reach In	1	
Float Switch - KM	1	
Float Switch - F/DCM	1.5	
Gear Motor Assembly	2.5	
Light Assembly - Reach In	1	
NSF cleaning valve switch	1.5	
Opti-Serve dispensing control - DCM	1.5	
Relay: GM / Protect / Water Control / Disp etc.	1.5	
Ribbon / comm. cable -Reach in SSB	1	
Shutter Assembly Solenoid DB / DCM / DM	1.5	
Solenoid Coil (Any valve)	1.5	
Start Components - Compressor	1.5	
Switch - Toggle / Power / Service / Dispense	1.5	
Thermistor - Cuber	1	
Thermistor - Reach In - box or defrost	1.5	
Transformer: control	1	
Transformer: neutral / step-down	1.5	
Water Valves: DCM Inlet/drain/flush/circ/disp	1.5	
Wire / Connector / terminal / power cord	1	
Other Electrical	1	

REFRIGERATION COMPONENTS cont.	Air/Water	Remote
Evaporator Flaker/DCM	4.5	5
Headmaster / CPR Valve	~	5
High Pressure Switch	3~4	5
OS Ouick connector	~	5
Receiver Tank replacement	~	5
Solenoid Valve Body: BP/ HG / LL etc.	4	4.5
TXV or capillary: Diagnose/replace	4	4.5
Water Regulating Valve replacement	3.5	~
Water Regulating Valve body replacement	1.5	~
Other sealed system repairs (leaks)	3	4

Notes: Service times include recovery/evacuation time.

***** Add .5 hour to any KM-2400 refrigeration. circuit repair.

***** Describe exact location for water or sealed system leaks.

WATER CIRCUIT COMPONENTS	
Auger replacement - Flaker	1.5
Auger replacement - DCM	2
Bearing: upper/ lower replacement - Flaker	2
Bearing: upper/ lower replacement - DCM	2.5
Cube Guide replacement	1
Distribution Tubes / spray guides	1
Float Switch - KM	1
Float Switch - F / DCM	1.5
Hoses or Float switch boot	1
Mech Seal replacement - Flaker	1.5
Mech Seal replacement - DCM	2
NSF Cleaning Valve Assembly	1.5
Pumpout Check valve - KM	1
Separators or Clips - KM	1
Water Pump Rebuild - KM's	2
Water Pump Assy Replacement - AM/KM/KML	1.5
Water Reservoir - Flaker	1
Water Reservoir - DCM	1.5
Water Valve Replacement - Cuber/Flaker	1
Water Valve Diaphragm - Any	1.5
Other Water Related repairs (leaks)	1

REFRIGERATION COMPONENTS	Air Water	Remote
Access Valve: (Schrader core)	2	3
Bypass Capillary Tube	4	5
Check Valve for Hot Gas	4	5
Compressor: Diagnose and replace	3~4	5
Condenser coil replacement	3~4	5
Drier/strainer/Schrader access replacement	3~4	4.5
Drain Pan condensate coil - Reach In	3~4	
EPR valve replacement	3	3
Evaporator AM / IM / HNC / KD	3	~
Evaporator Coil Replacement - Reach In	3~4	
Evaporator KM Modular	4~5	5.5
Evaporator KM Stack (bottom stacked + 1)	5.5	6

STRUCTURAL & OTHER COMPONENTS	
Air Distributor / duct - Reach In	1.5
Air filter or louver - Any	1
Casters / legs - Any	1
Door Gaskets - Reach In	1
Door - Bin / AM / IM	1
Door/hinge replacement - Reach In	1.5
Fan Blade loose or replacement	1
Glass - HNC / KD	1
Insulation covers	1
Lock and key	1
Panel replacement	1
Shelving / mount pilasters	1

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